



AGENCY PROMOTIONAL EXAMINATION

DEPARTMENT OF MOTOR VEHICLES  
MOTOR VEHICLE DIVISION MANAGER

ANNUAL \$84,284 SALARY: \$114,914	SALARY GROUP: MP 65	APPLICATION CLOSING DATE: AUGUST 29, 2014	EXAM NO: 141270APPD
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SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW

**PURPOSE OF CLASS:** In the Department of Motor Vehicles this class is accountable for assisting a Motor Vehicle Division Chief or other administrative official in directing the programs and operations of a division or for independently administering a small division reporting to an executive official.

**MINIMUM QUALIFICATIONS REQUIRED**

THIS **PROMOTIONAL EXAMINATION** IS OPEN TO ANY **CURRENT** EMPLOYEE OF THE **DEPARTMENT OF MOTOR VEHICLES** WHO BY **AUGUST 29, 2014** HAS PERMANENT STATE STATUS\*, SIX MONTHS SERVICE IN THE **DEPARTMENT OF MOTOR VEHICLES**, AND THE FOLLOWING EXPERIENCE AND TRAINING:

**GENERAL EXPERIENCE:** Nine years of experience in business or public administration, personnel, production or quality assurance management.

**SPECIAL EXPERIENCE:** Two years of the General Experience must have been in a supervisory capacity. Supervisory capacity is defined as scheduling, assigning, overseeing work, establishing performance standards for employees and taking corrective measures to implement those standards.

**SUBSTITUTIONS ALLOWED:** (1) College training may be substituted for the General Experience on the basis of fifteen semester hours equaling one half year of experience to a maximum of four years for a Bachelor's degree. (2) A Master's degree in business or public administration or a closely related field may be substituted for one additional year of the General Experience. (3) For State Employees two years at the level of Motor Vehicle Branch Operations Supervisor 2 may be substituted for both the General Experience and Special Experience.

**KNOWLEDGE, SKILLS AND ABILITIES:** Considerable knowledge of and ability to apply management principles and techniques; considerable knowledge of relevant agency policies and procedures; considerable knowledge of relevant state and federal laws, statutes and regulations pertaining to division functions; considerable interpersonal skills; considerable oral and written communication skills.

THE EXAMINATION WILL BE COMPOSED OF:	PART	WEIGHT
	EXPERIENCE AND TRAINING	100%

**APPLICATION/EXAMINATION PROCEDURE**

**APPLICANTS MUST SUBMIT:** (1) **Completed Application Form (CT-HR-12)**  
(2) **Examination Materials (see instructions below)**

In order to be considered for admittance into this examination, you must complete all parts of the examination application (CT-HR-12) detailing how you meet the minimum experience and training requirements stated above AND complete the required examination materials as detailed below. Applicants who do not submit the required application and supplemental examination materials by the closing date will not be admitted into the examination and will not have the right to appeal this decision. Resumes and/or vitas will not substitute for the required application form or for the required examination materials.

**EXAMINATION INSTRUCTIONS:** **Section 1.** For each job (maximum of three) which you feel has best prepared you for the job of Motor Vehicle Division Manager include a 1-2 page (typed or printed) description detailing your duties and responsibilities. (Applicants serving provisionally or temporarily in the title of Motor Vehicle Division Manager cannot include this as one of the three jobs.) Each job description should begin on a separate page and begin with your job title, company name and location, dates of employment, and number of hours worked per week. This should be followed by a description of your duties and responsibilities organized and formatted around the numbered items that follow. (1) Supervisory and Administrative Experience. Describe your experience and ability to collaborate with internal/external stakeholders and staff to manage and bring programs/initiatives to a successful conclusion. Be specific as to your ability to manage and drive consistency and quality with a customer focus. Explain the purpose of the program/operation and dollar amount of the program's budget. Describe your experience in program or operational planning, establishing/implementing policies, goals and objectives. Be specific as to number and job titles of those you supervised, your involvement with scheduling, assigning and overseeing staff work, evaluating staff, conducting progressive discipline, training staff, interviewing and hiring new staff. (2) Program Implementation. Motor Vehicle Program or Branch Operation Experience - List the Motor Vehicle programs/branch operations in which you have been involved, length of time in the program, your title and role. Describe your experience in implementing legislative changes including assessment of impact, development of work groups, process and procedure changes and any other activities necessary for successful integration. Detail experience interpreting Motor Vehicle statutes, regulations and policies, problem solving/troubleshooting, resources utilized to resolve issues and the outcome of any corrective actions. (3) Oral/Written Communication. Describe any experience making presentations to groups regarding Motor Vehicle programs. Be specific as to the content and the audience reached. Describe any experience you have had presenting or providing supportive data for agency testimony at legislative hearings. Detail the nature, content and purpose of any written materials you have prepared such as reports, correspondence, program materials and for whom they were prepared. (4) Change Agent. Describe your experience affecting change within an organization and how the change met or exceeded the expected results and objectives. Be specific as to your role accepting the need for change, communicating and defending the need for change and the manner in which you addressed the cultural and environmental dynamics of the organization necessary for the change to occur. **Section 2.** On a separate page, include a list of degrees, certifications, licenses and courses that you have completed which have prepared you for the job. **Important Notes:** (1) **Make certain both your application form and your examination materials are complete and separate documents not referencing the other, as your application form and supplemental examination materials may be separated during the scoring process.** (2) Examination materials should be clearly marked as such and each page should contain the examination title, exam number and your social security number (do not include your name). (3) Do not include materials other than those requested above. (4) Your examination will only be scored if you meet the minimum experience and training requirements outlined above and your CT-HR-12 and supplemental examination materials are date stamped by DAS/Human Resources or postmarked by August 29, 2014. (5) **Mail applications/examination materials to DAS/Human Resources, Room 404, State Office Building, 165 Capitol Avenue, Hartford, Connecticut 06106-1658 (Secure Fax #860-622-2910). If faxing materials, keep a copy of your completed application form and the fax transmittal receipt for your records. Make certain that your application form is complete and transmitted correctly and without error. Incomplete faxes or faxes received blank because pages were faxed upside down will not be accepted.** (6) Due to the large number of applications received, we cannot confirm receipt of applications. (7) **Examination scores will be mailed by October 10, 2014.** (8) **A separate application/examination package must be submitted for each exam you are applying for.**

**FORMS:** Application forms (CT-HR-12) and exam announcements are available from the Department of Administrative Services (<http://das.ct.gov/employment>) and at the Department of Motor Vehicles.

*\*For employees in the classified service, permanent status is obtained after successful completion of a working test period. For employees in the unclassified service, permanent status is obtained after serving in a position for at least six months (full time or full time equivalent).*  
7008

August 13, 2014

**AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER**

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, persons with disabilities and military veterans.